

## Appointment

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**From:** Shoven, Heather [shoven.heather@epa.gov]  
**Sent:** 3/21/2018 12:47:45 PM  
**To:** Stepp, Cathy [stepp.cathy@epa.gov]

**Subject:** Staff Drop by Request  
**Location:** Cathy's Office

**Start:** 3/23/2018 4:00:00 PM  
**End:** 3/23/2018 4:15:00 PM  
**Show Time As:** Tentative

Good morning Cathy,

I hope that you're doing well and adjusting to life in Chicago. I appreciate you coming to R5 so that we can have a permanent RA in place under the new leadership team.

My name is Heather Shoven and I'm a team leader in the Ground Water and Drinking Water branch. I have been in a few meetings with you and am working on a few hot issues within our program. I have been with the Agency for 17 years and have been in R5 since 2008. I rarely interacted with the RA in my first 8 years here but beginning in 2016 with the issues in Michigan, I began being involved in weekly meetings with the Acting RA and was able to learn his style and how he liked to receive information and updates/alerts. I'm sure that you've experienced that EPA is very much into chain of command so staff do not have many opportunities to be in the "big meetings."

I am writing because I would like to get to know you better. I'd love to know how you like to receive information from staff and how I can best support you given all of the issues the RA must deal with on a day to day basis. I am embarrassed about how our briefing went last Thursday and believe that you have seen me at one of my toughest moments.

I truly am passionate about my work to protect public health and have struggled with the way Michigan has handled communication on this current project. I welcome your thoughts on how I can better handle this situation and assure you that I can and do perform better.

I know that you said you have an open door policy but I'm sending a formal invitation since we all tend to be in meetings and I don't want to interrupt you if you need to get something done. Please feel free to propose a new time more convenient for you.

I look forward to the opportunity to meet with you outside of a hot issue briefing. Thanks in advance for any time that you can spare.

Best wishes and happy spring!  
Heather